

**Housing  
Rights**

Celebrating  
**Sixty  
Years**  
1964 - 2024



# Recruitment Pack

**Helpline Coordinator**

**Closing date: Monday 31 March 2025 at midday**

when everyone has a **home**

# CONTENTS

---

Page 1	.....	Welcome from our CEO
Page 2	.....	Who we are and what we do
Page 3	.....	Our values, benefits, and culture
Page 4	.....	Working at Housing Rights
Page 5	.....	About the role and organisational chart
Page 6-8	.....	Job description
Page 9-10	.....	Person specification
Page 11	.....	Timelines/Interview panel

# WELCOME

## from our CEO

---

Thank you for your interest in the role of Helpline Coordinator at Housing Rights.

This recruitment pack provides details of the work we do, the role of Helpline Coordinator and what we are seeking from candidates.



We are proud of the difference we make to people's lives in preventing homelessness and helping them with their housing problems. Last year, we helped over 13,000 people in Northern Ireland.

The commitment and dedication of our staff across all departments helps us achieve this. We are proud of our expert, passionate staff team.

In return, Housing Rights supports staff to develop their knowledge and careers. We offer flexible working, hybrid working and a generous leave entitlement. We work hard to ensure staff are working in a positive environment which promotes wellbeing and reflects our values.

The work of Housing Rights is becoming more critical in this unprecedented time. I hope the opportunity to join us is one that will interest and excite prospective candidates.

**Kate McCauley**

# WHO WE ARE

We improve lives by tackling homelessness and housing problems in Northern Ireland. We believe a good quality affordable home can be a building block to a stable life. We believe that everyone should have a home.

# WHAT WE DO

We help people in Northern Ireland live in safe, suitable, and affordable homes. We provide services for the public and professionals working in housing.

Our services include:

- housing advice via our helpline
- online housing advice and information via our website
- advocacy and legal representation
- housing mediation
- advice and support for people in or leaving prison
- specialist support for young people at risk of homelessness
- advice for landlords
- support for generalist advice agencies
- policy and participation service to positively influence decisions made about housing and homelessness
- training and events for housing and advice professionals

# THE DIFFERENCE WE MAKE

Over the course of 2023-2024 we supported people in Northern Ireland with housing and homelessness problems.



## Prevented homelessness

We helped prevent homelessness for a total of 1,307 households



## Provided advice

We provided advice, advocacy, and representation services to 12,006 households on 50,244 housing issues



## Improved skills and knowledge

94% of attendees felt attending our training improved their housing skills and knowledge



## Improved housing circumstances

82% of people who used our helpline reported their housing circumstances had improved

# OUR VALUES

*I appreciate the growing diversity of the staff in Housing Rights*  
-Housing Rights Staff Survey 2023

Equality



Cooperation



Independence



Quality



Respect



Agility



# OUR BENEFITS AND CULTURE

We offer our staff the following benefits:



hybrid and flexible working



tailored learning and development plan



generous holiday allowance



enhanced employer pension scheme with free life assurance



accessible location and free parking



fun events for staff engagement



access to employee wellbeing services

*Housing Rights is more a vocation than a job*  
-Housing Rights Staff Survey 2023

Accreditations:

- ✓ Living Wage Employer
- ✓ Investing in Volunteers
- ✓ Diversity Mark Accredited

*I think overall Housing Rights has a great culture and the staff as a team are brilliant*  
-Housing Rights Staff Survey 2023



Diversity Mark Accredited

# WORKING AT HOUSING RIGHTS:

Results of our 2023 staff survey show:

 5% increase in staff satisfaction in the last 5 years!

 Categories staff were most satisfied with:

1. my work
2. inclusion and fair treatment
3. wellbeing and engagement



**Kerry Logan - Participation and Policy Lead**

“ I love working alongside and learning from my colleagues right across the organisation at Housing Rights – it is a fab team, made up of people who are passionate about social justice and constantly going above and beyond to support people experiencing housing problems or homelessness. ”



**Eamon Sheridan - Housing Advocate (Young People)**

“ By providing effective advice and advocacy for my client's I have witnessed first-hand how our services can positively impact their lives. ”



**Bronagh Flynn - Business Development Lead**

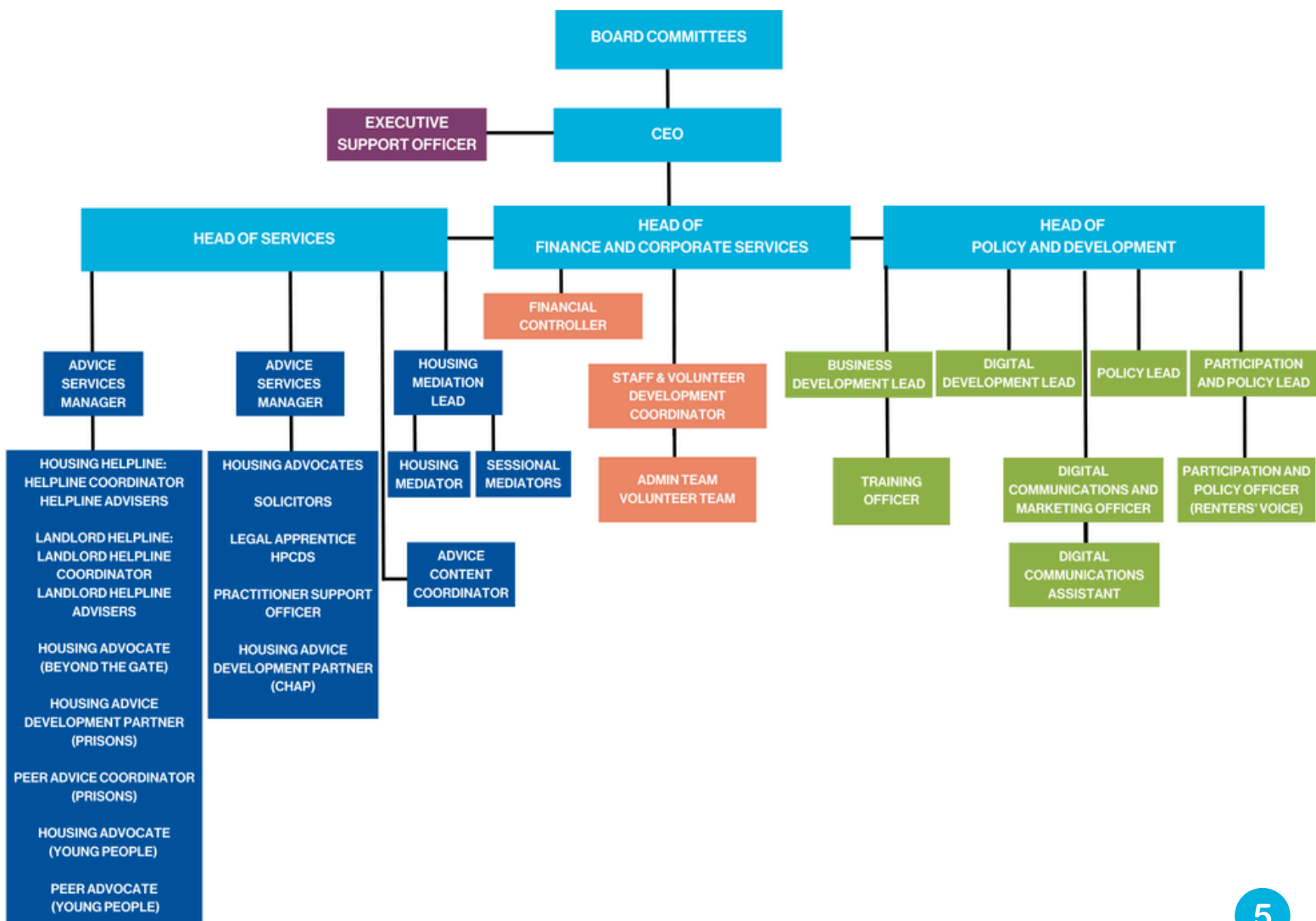
“ I love the variety of my job and the people I work with. I work across the whole of the Housing Rights team and others within the housing sector every day. This allows me to help shape new projects and services that will help our clients and support the wider Housing Community - to ensure everyone has a home. ”

# ABOUT THE ROLE

As a Helpline Coordinator, you will be responsible for:

- providing specialist support: offering comprehensive and holistic advice on key areas such as homelessness, housing debt, and housing issues to members of the public and relevant agencies
- coordinating internal referrals: managing the helpline's referral process, ensuring cases are escalated to advocacy and mediation services when necessary
- coordinating external referrals: liaising with external agencies to manage appropriate inbound referrals

## ORGANISATIONAL CHART



# JOB DESCRIPTION

## Purpose:

- (i) To coordinate and ensure the effective and efficient day to day operation of Housing Rights helpline
- (ii) To assist in the provision of specialist, comprehensive, holistic advice and support on the core areas of homelessness, housing debt and housing issues to members of the public and relevant agencies
- (iii) To coordinate an efficient referral process escalating relevant cases to advocacy and mediation services
- (iv) To coordinate appropriate internal and external referrals for the helpline service
- (v) To further the mission and aims of Housing Rights

## Key Duties:

### 1.0 Coordinator role

- 1.1** to allocate helpline rota sessions for relevant staff to ensure adequate cover across operational opening hours
- 1.2** to supervise Helpline Advisers and promote effective teamwork to ensure best outcomes for all clients
- 1.3** to work flexibly and collaboratively across the organisation to ensure delivery of service
- 1.4** to monitor the helpline service, assist in compilation of relevant monitoring and evaluation data, produce statistical reports and make recommendations for service improvement in liaison with relevant Advice Service Managers on a regular basis
- 1.5** to work closely with the relevant Advice Service Manager to:
  - conduct staff 1:1's and annual appraisals;
  - bring matters of a disciplinary nature for appropriate remedial or other relevant action to the attention of the Advice Service Manager
- 1.6** to carry out case reviews on advice given by helpline staff to meet quality standards to include identifying learning or development needs, identify remedial actions and ensure compliance with policy and procedures to ensure a high-quality service
- 1.7** to work proactively with volunteers and provide ongoing support to ensure volunteers are motivated and managed whilst delivering high quality advice on the helpline



# JOB DESCRIPTION

continued

## **2.0 Provision of advice, assistance and direction to inbound helpline callers**

- 2.1** undertake initial triage phone interview
- 2.2** to utilise available resources, both printed and electronic, in order to answer queries from clients effectively
- 2.3** to be proficient in the use of Housing Rights telephony and case management systems (Advice Pro) to meet the needs of service demands
- 2.4** use diagnostic questioning to assess caller needs
- 2.5** agree callers needs and identify clients desired outcomes and actions
- 2.6** aim to resolve all enquiries on first contact with caller
- 2.7** to work effectively and efficiently by escalating issues of concern on more complex issues and also minimising customer waiting times by making appropriate internal and external referrals
- 2.8** empower clients to use self help materials (using [www.housingrights.org.uk](http://www.housingrights.org.uk) )
- 2.9** ensure clients details are entered into Advice Pro accurately and promptly in the prescribed manner
- 2.10** ensure all work meets both internal and external quality, contractual and performance related requirements
- 2.11** ensure full compliance with the demands required to deliver the 'helpline service operating model', for example, shift pattern work
- 2.12** to contribute to the development of housing legislation and policy through the provision of practice-based comment

## **3.0 Coordination of casework support function**

- 3.1** to coordinate an efficient referral process to escalate relevant cases
- 3.2** to ensure appropriate helpline cases are referred to Advice Services Managers for consideration of referral for advocacy
- 3.3** to ensure appropriate helpline cases are referred to the Mediation Lead for consideration of eligibility under the Housing Mediation Service

## **4.0 Developing effective working relationships**

- 4.1** to create, develop and maintain effective internal working relationships to include contribution to any relevant communication campaigns
- 4.2** to ensure client care and customer focus by creating, developing and maintaining effective working relationships with service users, external agencies and relevant stakeholders

# JOB DESCRIPTION

continued

## **5.0 Developing self and others**

- 5.1** to plan, allocate and organise own workload
- 5.2** to work collaboratively as part of the advice services team
- 5.3** to take personal responsibility for maintaining awareness of current topical housing and debt issues including wider Housing Rights developments, and to understand the implications of these for service users
- 5.4** to monitor and evaluate own work
- 5.5** to develop self to enhance performance
- 5.6** to contribute to learning and development activities for colleagues

## **6.0 Other**

- 6.1** to act in accordance with the agreed values of the organisation
- 6.2** to ensure the policy and procedure of the organisation, with respect to statutory compliance, client care as outlined in the person specification for this position, are observed
- 6.3** to undertake any other duties, consistent with the post which may from time to time be required by them

The duties of the post will be subject to review in accordance with the needs of the organisation.

# PERSON SPECIFICATION

<b>Job title</b>	<b>Helpline Coordinator</b>
<b>Grade</b>	<b>NICS EOI £30,721 - £31,352 (August 2023 pay scale, new pay scales pending)</b>
<b>Responsible to</b>	<b>Advice Services Manager</b>
<b>Location</b>	<b>Skainos Centre, Belfast (with option for hybrid working)</b>

## Education / Training

### **Essential**

- \* 5 GCSEs or equivalent

### **Desirable**

- \* evidence of relevant qualification in a relevant discipline, for example, housing/law /advice
- \* evidence of having completed accredited money/debt advice related training

## Relevant experience

### **Essential**

- \* at least 1 year's full-time (or equivalent part-time) experience, obtained within the last 3 years, of providing money/debt advice and housing advice to the public, using the telephone and on a face to face basis, in a social welfare context
- \*at least 1 year's full-time (or equivalent part-time) demonstrated experience, obtained, of working in a customer/client focused environment as part of a team
- \* experience of using IT, Microsoft Office applications, databases and telephony systems using administrative procedures in a customer focused environment
- \*previous supervisory experience in a customer/client focused environment

### **Desirable**

- \* at least 1 years' full time (or equivalent part-time) demonstrated experience of handling complex telephone enquiries in difficult situations
- \* experience of listening and questioning with an ability to manage challenging situations
- \* at least 12 months full-time (or equivalent part-time) supervisory experience in a customer/client focused environment

# PERSON SPECIFICATION

continued

## Skills / Attributes

### **Essential**

- minimum typing speed of 30 words per minute
- demonstrated ability to communicate effectively both verbally and in writing
- good interpersonal and teamwork skills
- ability to plan and organise own workload
- ability to work with accuracy and attention to detail with minimum supervision in a pressurised environment

### **Desirable**

- minimum typing speed of 40 words per minute

## Values

- commitment to the mission and aims of Housing Rights with a strong focus on our values (Independence, Equality, Cooperation, Quality, Respect and Agility)

## Other

- \* must be flexible to accommodate shift patterns if required

***\*denotes shortlisting criteria***

# TIMELINES

Advertise	.....	6 March 2025
Closing date	.....	31 March 2025 at midday
Interview	.....	10 April 2025

# INTERVIEW PANEL

Amy Lyness (Chair)	.....	Housing Rights
Aisling Cunningham	.....	Housing Rights
Kim Murphy	.....	Housing Rights

Complete and return the application and equal opportunities monitoring forms by the closing date.

You can submit the forms by:



[recruitment@housingrights.org.uk](mailto:recruitment@housingrights.org.uk)



Emma Kinghan, Admin Officer, Housing Rights,  
The Skainos Centre, 239 Newtownards Road, Belfast BT4 1AF

If you need us to make any reasonable adjustments to help you during the recruitment process, please let us know.

Housing Rights greatly values diversity and we actively encourage applications from all sections of the community.